

Entering FS Authorized Representatives or TANF Protective Payees

This process is used for entering:

- FS Authorized Representatives who should receive an EBT card for accessing the household's benefits, or
- TANF Protective Payees who have been assigned to manage TANF funds for the household.

NOTE: Before using these procedures, **please consult your policy manuals** to ensure persons meet policy guidelines for FS authorized representatives or TANF protective payees.

Step	Action
1.	Before entering anything in TEAMS for the FS authorized rep or TANF protective payee, obtain ALL of the following information: <ul style="list-style-type: none"> • Complete name • Complete, current mailing address • Personal Identifier chosen by the person (required for FS authorized reps only; you may use the F021 notice to request this)
2.	Next to the ADDR screen.
3.	Tab to either the FS ADDR LINE 1 or TANF ADDR LINE 1 fields, depending on whether you're entering a FS authorized rep or a TANF protective payee. Enter this person's complete mailing address, city, state, and Zip.
4.	Tab to the FS AUTHORIZED REP or TANF PROTECTIVE PAYEE field, type Y, and press Enter. <ul style="list-style-type: none"> • The AURP (Authorized Rep / Protective Payee) screen will display. • Either the top (FS) or bottom (TANF) portion of the screen will display the address that you entered on ADDR in Step 3.
5.	Enter the person's last name, first name, and middle initial (if known).
6.	Enter the Personal Identifier following these rules: <ul style="list-style-type: none"> • <u>For a FS authorized rep</u>, enter the identifier (password) that the person has chosen. The identifier can be between 1 – 16 characters and can contain both letters and numbers. When the person calls EBT Customer Service for card maintenance, this identifier is used like a password to verify his/her identity. It is <u>not</u> the same as a PIN number. • <u>For a TANF protective payee</u>, fill the field with X's. Since these persons cannot receive payment by EBT, it is not necessary to have a Personal Identifier for card maintenance.

7.	Enter Y or N in the NEW REP? field, following these guidelines <i>carefully</i> : <ul style="list-style-type: none"> If you are entering a new rep or payee, type Y. (For a FS authorized rep, this causes a new EBT card to be created and the existing card, if any, to be deactivated.) If you are simply updating information for an existing rep or payee, type N. (For a FS authorized rep, this ensures the person's existing card is not deactivated.)
8.	Enter a telephone number for the representative or payee, if desired.
9.	Press Enter to save, then press F5 to return to ADDR. <ul style="list-style-type: none"> Note: The changes are also saved if you press F5 without pressing Enter.

To Update Existing Information:

Step	Action
1.	Access the ADDR screen.
2.	Update the FS authorized representative's or TANF protective payee's address if needed.
3.	Press F5 to access AURP. (This assumes the FS AUTHORIZED REP or TANF PROTECTIVE PAYEE field on ADDR displays a Y, meaning that information currently exists on AURP.)
4.	Update the Name, Personal Identifier, or Telephone fields as needed.
5.	Enter Y or N in the NEW REP? field, following these guidelines <i>carefully</i> : <ul style="list-style-type: none"> If you are replacing one rep or payee with another, type Y. (For a FS authorized rep, this deactivates the first rep's EBT card and creates a card for the new rep. NOTE: The new card takes effect the next benefit month. Contact the Central Office FS Unit to have existing benefits "attached" to this card if necessary.) If you are updating information for the existing rep or payee, type N. (This ensures the existing FS authorized rep's EBT card is not deactivated.)

To Delete the FS Authorized Rep or TANF Protective Payee:

- You can use either ADDR or AURP to delete information, as described below.

To delete using ADDR:	
Step	Action
1.	NEXT to ADDR.

2.	Type N over the Y in the FS AUTHORIZED REP or TANF PROTECTIVE PAYEE field (as appropriate), and press Enter. <ul style="list-style-type: none"> This deletes information from the appropriate section of AURP. If the FS authorized rep is deleted, his/her EBT card is deactivated overnight.
3.	Delete the address from the FS or TANF portion of ADDR. <ul style="list-style-type: none"> If this address isn't deleted, future EBT cards or TANF checks for the case will be mailed to this address, not to the participant's Residence or Mailing address.
To delete using AURP (allows information to be viewed before deleting it):	
Step	Action
1.	NEXT to ADDR
2.	Press F5 to view AURP. <ul style="list-style-type: none"> Review the FS or TANF portion of the screen to ensure you want to delete it. If not, press F5 to return to ADDR.
3.	Use the END key to erase all enterable fields, and press Enter (F5 returns to ADDR.); - OR - Return to ADDR and delete the information from there, as described above. <ul style="list-style-type: none"> For a FS authorized representative, this deactivates the EBT card overnight.

To View Historical Information for FS Authorized Representatives or TANF Protective Payees:

Step	Action
1.	Access the ADDR screen.
2.	Tab to the DATE field at the bottom of ADDR, and type the date (MMDDYY) for which you want to view information. Press Enter. <ul style="list-style-type: none"> If there is a Y displayed in the FS AUTHORIZED REP or TANF PROTECTIVE PAYEE field, it means AURP information exists for that timeframe.
3.	Press F5 to view AURP. <ul style="list-style-type: none"> The EFFECTIVE DT and END DT fields show the dates for which that representative or payee was present in TEAMS. <ul style="list-style-type: none"> Note: For information stored before October 2001, the end date might display as 999999 even if a newer record exists. This is due to a difference in the way representatives and payees were stored on the database prior to that date.
4.	Press F5 to return to ADDR, and enter a different inquiry date if desired.